

# Cardiff Homecare Ltd

## Annual Return 2025/2026

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The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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**Provider summary**

<b>The provider was registered on:</b>	15/04/2019
<b>The following lists the provider conditions:</b>	There are no conditions associated to the provider

**Training and workforce planning arrangements**

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	We have a Trainer Manager, who oversees all mandatory training with the support of the Registered Manager, ensuring timely completion of eLearning and refreshers. New staff complete a 5-day induction at our office and eLearning via "LUMIS" before starting in the community. We also deliver and oversee refresher training and arrange bespoke sessions as needed, to accommodate our caregivers learning preferences. Training progress is monitored to keep all caregivers up to date throughout the year.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	We have a Recruitment, retention & digital marketing co-ordinator, as well as a recruitment and community development supervisor, both oversee all recruitment across the Cardiff and Newport office. Both are full time roles, which also links closely with our community engagement, and digital presence. These role works closely alongside our admin, co-ord and management teams, to ensure any recruitment needs are met, and that staffing remains safe an steady and within safer recruitment guidelines.

**Regulated services delivered by this provider**

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
Right at Home Cardiff	Domiciliary Support Service	None
Right at Home Newport	Domiciliary Support Service	None

## Service: Right at Home Newport

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/04/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none"><li>Cardiff Homecare Ltd is registered to provide a domiciliary support service in Gwent regional partnership area</li><li>The responsible individual for this service is Joseph Daniel Guishard</li></ul>
How many people in total did the service provide care and support to during the last financial year?	124

### Service management

Responsible Individual(s)	Joseph Guishard
Manager(s)	Leah Kirby, Holly Jones

### Service contact details

Service Telephone Number	<a href="tel:02920794050">02920794050</a>
Service Contact Email Address	<a href="mailto:joe.guishard@rightathome.co.uk">joe.guishard@rightathome.co.uk</a>

### Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none"><li>Welsh</li></ul>
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

### Engagement with people using the service

<p>Right at Home is committed to delivering high-quality care in clients' homes. We regularly gather feedback through reviews, surveys, and daily contact with clients and their families, which consistently reflects satisfaction—especially around health, development, and wellbeing. Promoting independence is central to our care, achieved through person-centred planning and positive risk-taking. We work with clients to set and achieve personal goals, supporting them with community activities and appointments. Caregiver wellbeing is equally important; we provide regular supervisions and additional wellbeing meetings as needed to ensure they feel supported and valued in their roles.</p>
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### Compliance and quality statement

<p><b>Inspected - Delivering Quality Care</b></p> <p>During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.</p> <p>We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.</p>
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### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£27.80
The maximum hourly rate payable during the last financial year?	£44

### Complaints processed by the service

Total number of formal complaints made during the last financial year	23
Number of active complaints outstanding	1
Number of complaints upheld	20
Number of complaints partially upheld	1
Number of complaints not upheld	1

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	18
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	1
Care Worker	35	3
Planner	5	0
Other Staff	7	0

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

#### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Planner	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	11	0	0
Planner	5	0	0
Other Staff	7	0	0

#### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	10	14
Planner	0	0
Other Staff	0	0

### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	1
Care Worker	4	31
Planner	5	0
Other Staff	5	2

### Staff qualifications

#### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	1
Senior Care Worker	0	3
Care Worker	0	0
Planner	0	0
Other Staff	0	0

**Working towards required qualification - apprenticeship & Qualification not required for role**

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	Day shifts 7am - 3pm. Night shifts 3pm - 11pm. Weekday and weekend shifts. Mixed shift patterns throughout the week.
Care Worker	Day shifts 7am - 3pm - X staff per morning. Night shifts 3pm - 10pm X staff per shift. 22.00 - 7am overnights - 1 staff per shift. Live in (two weeks on, two weeks off) 1 staff per shift.

## Service: Right at Home Cardiff

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/04/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none"><li>Cardiff Homecare Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area</li><li>The responsible individual for this service is Joseph Daniel Guishard</li></ul>
How many people in total did the service provide care and support to during the last financial year?	213

### Service management

Responsible Individual(s)	Joseph Guishard
Manager(s)	Holly Jones, Leah Kirby

### Service contact details

Service Telephone Number	<a href="tel:02920794050">02920794050</a>
Service Contact Email Address	<a href="mailto:joe.guishard@rightathome.co.uk">joe.guishard@rightathome.co.uk</a>

### Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

### Engagement with people using the service

<p>Right at Home is committed to delivering high-quality care in clients' homes. We regularly gather feedback through reviews, surveys, and daily contact with clients and their families, which consistently reflects satisfaction—especially around health, development, and wellbeing. Promoting independence is central to our care, achieved through person-centred planning and positive risk-taking. We work with clients to set and achieve personal goals, supporting them with community activities and appointments. Caregiver wellbeing is equally important; we provide regular supervisions and additional wellbeing meetings as needed to ensure they feel supported and valued in their roles.</p>
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### Compliance and quality statement

<p><b>Inspected - Delivering Quality Care</b></p> <p>During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.</p> <p>We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.</p>
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### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.80
The maximum hourly rate payable during the last financial year?	£44

### Complaints processed by the service

Total number of formal complaints made during the last financial year	40
Number of active complaints outstanding	2
Number of complaints upheld	30
Number of complaints partially upheld	7
Number of complaints not upheld	1

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	43
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	79	4
Planner	3	0
Other Staff	7	0

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

#### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Planner	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	31	0	0
Planner	3	0	0
Other Staff	7	0	0

#### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	17	31
Planner	0	0
Other Staff	0	0

### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	35	44
Planner	3	0
Other Staff	5	2

### Staff qualifications

#### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	1
Senior Care Worker	1	0
Care Worker	12	36
Planner	2	1
Other Staff	0	0

**Working towards required qualification - apprenticeship & Qualification not required for role**

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	Day shifts 7am - 3pm. Night shifts 3pm - 11pm. Weekday and weekend shifts. Mixed shift patterns throughout the week.
Care Worker	Day shifts 7am - 3pm - X staff per morning. Night shifts 3pm - 10pm X staff per shift. 22.00 - 7am overnights - 1 staff per shift. Live in (two weeks on, two weeks off) 1 staff per shift.